MEMORANDUM

May 2, 2008

TO: County Council

FROM: Essie McGuire, Legislative Analyst

SUBJECT: **Worksession – FY09 Operating Budget, Department of Public Libraries**

Those expected for this worksession include:
- Parker Hamilton, Director, Department of Public Libraries
- Eric Carzon, Business Manager, Department of Public Libraries
- Rose Glavinic, Office of Management and Budget

      The Executive's recommendation for the Department of Public Libraries is attached on circles 1-7.

SUMMARY OF HEALTH AND HUMAN SERVICES COMMITTEE RECOMMENDATION

      The HHS Committee held a worksession on April 15 to review the FY09 operating budget for Public Libraries, and discussed follow-up information on April 29. **The Committee recommended approval of the Executive's $40.3 million recommendation for libraries, with one addition of $15,190 to the reconciliation list** *(2-0, Councilmember Trachtenberg absent)*. This reconciliation list item would restore one filled library aide position recommended for elimination by the Executive.

      The HHS Committee's recommendation approves the following major program areas that comprise the base budget of the Department of Public Libraries:

Collection Management, which provides for the selection, acquisition, cataloguing, processing, and delivery of library content and materials, including electronic resources and on-line content.	$8,901,740 29.3 WY
Library Services to the Public, which includes 20 full service library branches, plus the Noyes Library for young children, the Montgomery County Correctional Facility library, the Mobile Services Outreach van, and web services.	$27,720,510 377.2 WY
Administration, Outreach, and Support Services, which oversees strategic planning, human resources, financial management, and the day-to-day operations of the library system.	$3,782,880 19.8 WY

For FY09, the Executive recommends total expenditures of $40,255,530 for Public Libraries, a decrease of $61,530 or -0.2 percent from the FY08 approved budget.

(in $000's)	FY07 Actual	FY08 Approved	FY09 CE Rec.	%Change FY08-FY09
Expenditures:				
General Fund	36,642	40,317	40,255	-0.2%
Grant Fund	118	150	150	--
TOTAL Expenditures	**36,760**	**40,467**	**40,405**	**-0.2%**
Positions:				
Full-time	237	239	244	2.1%
Part-time	261	259	237	-8.5%
TOTAL positions	**498**	**498**	**481**	**-3.5%**
Workyears	**419.9**	**427.6**	**426.4**	**-0.3%**

The Executive recommends a net increase of 5 full time positions and a net decrease of 22 part time positions. These net changes include consolidating 15 part-time positions to create 7 full-time positions with only a .1 change in workyears. They also reflect recommended reductions for FY09.

The FY09 Executive recommendation is a decrease of $61,530. This decrease results from reductions and savings both with and without service impacts. The first part of the table below details the same service budget increases related to personnel and other non-program adjustments. **These adjustments total $2.3 million.** The budget includes only one enhancement, for meeting room equipment, above current levels.

The same service increases are offset by significant reductions both to programmatic positions and in general personnel (lapse and turnover) savings.

Increases related to personnel and non-program adjustments	
General Wage and Service Increment Adjustments	1,497,460
Group Insurance Adjustment	422,280
Annualization of FY08 Lapsed Positions	144,040
Retirement Adjustment	70,190
Labor Contract	68,660
Motor Pool	36,630
Printing and Mail	10,680
SIRSI Software Contract Increase	5,570
Central Duplicating Deficit Recovery	3,500
Catalog Content Contract	2,670
Subtotal: same service adjustments	*2,261,680*

Enhancement	
Library meeting room equipment	11,000
Program Reductions	
Eliminate Programming and Outreach Asst	-43,920
Eliminate Office of Multicultural Services	-44,740
Eliminate Delivery and Receiving Supervisor	-71,250
Eliminate Library Asst II at Bethesda	-80,970
Reduce Substitute Budget	-120,180
Reduce materials—databases	-200,000
Subtotal: program reductions	*-561,060*
Department-wide and non-program reductions	
Elimination of FY08 one-time items	-9,400
Technical adjustment for principal-debt service payment	-30,230
Conversion of five library aides to library pages	-75,950
Annualization of FY08 Personnel Costs	-497,570
Turnover Savings	-1,160,000
Subtotal: general reductions	*-1,773,150*
Grand Total: net decrease	**-61,530**

Public Hearing Testimony

The Council received testimony from several constituents, including the Friends of the Library, the Upcounty Library Advisory Committees, the Upcounty Citizens Advisory Board, and the Montgomery County Library Board. The speakers emphasized the need to preserve the library system and requested that no further reductions be taken beyond the Executive's recommendation. Speakers also emphasized the system's needs for increased hours, staffing, and programming. Copies of the testimony are attached beginning on circle 14.

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ISSUES AND COMMITTEE DISCUSSION
FY09 Expenditure Issues

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I. SERVICE REDUCTIONS

1. Eliminate four positions

HHS COMMITTEE RECOMMENDATION: Concur with the County Executive.

The Executive's recommendation eliminates the following four positions totaling 3 WY and $240,880.

- **Programming and Outreach Assistant, -$43,920**
- **Office of Multicultural Services, -$44,470**
- **Delivery and Receiving Supervisor, -$71,250**
- **Library Assistant II at Bethesda, -$80,970**

DPL provided the summary of the job functions and impact of the reductions attached on circle 8. This explanation states that in all cases the affected services will continue with no degradation of current service levels. The work will be absorbed by others in the department. Three of the positions were new efforts to enhance or improve current efforts related to outreach, delivery, and technology; the work will continue but without the planned improvements. The fourth position relates to the Office of Multicultural Services, which DPL states has been gradually phasing out in recent years.

Only one of the positions is currently filled; DPL indicates that this position could be placed in comparable vacant positions in the department.

2. Reduce materials

HHS COMMITTEE RECOMMENDATION: Concur with the County Executive.

- **Database reduction, -$200,000**
DPL explains on circle 9 that the exact impact of this reduction is difficult to predict. Each year the department buys and subscribes to various databases and evaluates the continuation and use of these materials. The reduction may affect this process, as well as potentially reduce enhancements to the database collection.

II. SAVINGS IN PERSONNEL COSTS
The majority of the savings in the Library budget recommended for next year are in general personnel reductions in the three categories below.

1. Shelving Assistance

HHS COMMITTEE RECOMMENDATION: Concur with the County Executive to convert four positions; add $15,190 to the reconciliation list to restore the one filled Library Aide position.

- **Convert Library Aides to Library Pages: -$75,950**
The Executive recommends a reduction of $75,950 to convert five Library Aide positions to Library Pages. In FY07, the department created a cohort of Library Aide positions to perform shelving assistance duties and other circulation tasks and to acknowledge the need for regularly scheduled, merit system employees performing these duties. Library Pages are temporary positions working less than 20 hours per week.

DPL explains this reduction on circle 10. The reduction is not intended to reduce the level of shelving assistance overall, but to reduce costs in this area. Every branch will continue to have at least one Library Aide position even with the proposed reduction. DPL also indicates that one of the Library Aide positions is currently filled.

2. Substitute Budget Reduction

HHS COMMITTEE RECOMMENDATION: Concur with the County Executive.

- **Reduce Substitute Budget: -$120,180**

DPL explains this recommended reduction on circle 9. The total FY09 substitute budget would be $669,120. DPL estimates that using an average cost rate of $23 per hour, the available budget will allow 580 substitute hours per week. This is about 100 hours or 15 percent less than the FY08 level of substitute hours per week.

3. Lapse and Turnover savings

HHS COMMITTEE RECOMMENDATION: Concur with the County Executive.

There are two reductions related to lapse and turnover recommended for FY09. Both are explained by DPL on circles 9-10.
- **Annualized FY08 personnel costs: -$497,570**
- **Projected FY09 turnover savings: -$1,160,000**

The first reduction of $497,570 relates to actual FY08 turnover savings, calculating the FY09 costs of actual positions that went vacant during FY07 and FY08 and were filled at a lower cost. The Executive's budget document estimates that FY08 actual personnel expenditures will be less than the budgeted amount for libraries.

The second reduction of $1.16 million has two parts. Approximately $460,000 of this reduction relates to a further FY09 vacancy calculation that DPL conducted after its first budget submission to the Executive.

Approximately $700,000 of this $1.16 million reduction relates to a projection of retirement savings for FY09. This savings is based on the probability that some of the over 80 employees who are eligible to retire or will be in FY09 will actually retire.

These 80 retirement eligible employees constitute 16.7 percent of the department's total number of budgeted positions. In that respect, it may be reasonable to project potential retirement savings. However, it is an assumption over which the department has no control to achieve other than managing personnel costs around vacant positions.

The Department's base budget for lapse in addition to these reductions is $950,000.

The Committee discussed concerns that the magnitude of the reductions to substitutes and lapse and turnover could have a negative impact on the delivery of services in the branches. The Committee recommends monitoring the vacancy rate and personnel expenditures regularly during FY09 to determine the service impact of these reductions.

Several years ago, the libraries went through a period of hiring freezes and high lapse rates which caused vacancies to build up and created public concerns that there was insufficient staffing to deliver services. In this case, if the assumptions behind the projected lapse, turnover, and retirement savings are not realized, the department could be forced again to hold vacancies to meet projected savings. An increased vacancy rate will be additionally difficult to mitigate with the recommended reduction in the substitute budget.

4. Follow-up issues from April 29
The HHS Committee did not recommend implementation of the hours and fee changes discussed below.

On April 16, MCGEO transmitted to the Council a memorandum containing suggested savings that could be achieved in the County Executive's budget. The memorandum contained three items related to Public Libraries (attached on circle 22). For the purposes of the Committee discussion, DPL prepared preliminary information on the cost and impact of these proposals (attached at circle 23).

1. *Reduce Sunday hours back to 4 hours from the FY08 increase to 5 hours.* This increase was approved by the Council in FY08 at a total cost of $93,440 and 1.3 WY. As detailed in the department's response on circle 23, DPL has significant concerns about the impact of this change.

2. *Implement a $1 hold fee.* DPL's information indicates that the total number of hold transactions is significant, at approximately 800,000 in FY07 (circle 23). However, the department raises concerns about the feasibility of implementing this fee with online transactions, and about the impact on customers.

3. *Charge customers shipping costs for interlibrary loan.* DPL states that the total cost of out-of-state shipping is between $7,000 and 9,000 annually.

Other budget follow-up
Committee members requested additional information from the department on two issues: the mobile services van and the status of repairs to the Damascus Library. Ms. Hamilton's written responses on these issues are attached on circles 24-25. Councilmember Berliner clarified that he would like additional information on how to increase services to seniors, whether through mobile services or other means.

III. PROGRAM UPDATES

1. Deferred Maintenance
For the past two years, the Department of Public Works and Transportation (DPWT) has had $540,000 for deep cleaning and deferred maintenance specifically for libraries. This is recommended to continue in FY09. DPL provides an update on this

effort on circle 11. It appears that this effort has had some success, particularly in the ongoing deep cleaning work. While some progress is made on deferred maintenance projects, the list of projects still outpaces the available budget.

2. Special Needs Library

The department continues to work to meet the needs of the community regarding the transition of the Special Needs Library to the Rockville Library. Circles 11-12 summarize the effort to date, as well as the ongoing work to communicate with the special needs library customers and respond to their requests. The department's response indicates that many physical access issues have been addressed regarding signage and brickwork in the Town Square, as well as programming and space issues in the library itself.

3. Mobile Services

DPL provided an update on this service on circle 12. Circulation continues to increase, and the transition to Davis Library was successful. The Mobile Services van visits day care centers with Head Start participants as well as low-income housing communities.

4. Literacy Council

An update on the Literacy Council is on circle 12. The Literacy Council has reduced its waiting list by 14 percent and is engaging a new initiative this year with grant funding from the Maryland State Department of Education. In FY07 the Literacy Council served 853 students, 658 for ESL and 195 for basic literacy. County funds account for approximately half of the Literacy Council's budget.

MISSION STATEMENT

Public Libraries offer free and equal access to services and resources to assist the people of Montgomery County in finding ideas and information to sustain and enrich their lives. Montgomery County Public Libraries (MCPL) believes in the right of all individuals to learn and to grow. The department values intellectual freedom, quality service, diversity, fairness, professional ethics, and respect for our customers, our community, and ourselves.

BUDGET OVERVIEW

The total recommended FY09 Operating Budget for the Department of Public Libraries is $40,405,130, a decrease of $61,530 or 0.2 percent from the FY08 Approved Budget of $40,466,660. Personnel Costs comprise 79.8 percent of the budget for 244 full-time positions and 237 part-time positions for 426.4 workyears. Operating Expenses account for the remaining 20.2 percent of the FY09 budget.

In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

LINKAGE TO COUNTY RESULT AREAS

While this program area supports all eight of the County Result Areas, the following are emphasized:

❖ *Children Prepared to Live and Learn*

❖ *A Responsive, Accountable County Government*

❖ *Vital Living for All of Our Residents*

PERFORMANCE MEASURES

This table presents what the department estimates and projects will be the FY08 through FY10 data for its performance measures if there are no changes in funding.

Measure	Actual FY06	Actual FY07	Estimated FY08	Projected FY09	Projected FY10
Internet/computer session utilization	868,296	911,011	911,011	911,011	911,011
Number of visits to the library's website[1]	1,484,475	1,632,923	1,796,215	1,975,837	2,173,420
Number of library visits[2]	6,272,502	6,075,786	6,136,544	6,197,909	6,259,889
Number of items checked out (circulation)[3]	11,392,782	11,790,783	11,956,360	12,244,487	12,489,377
Cost of library services per County resident annually ($)	36.1	39.3	40.3	41.0	40.6
Average number of visits made annually per County resident	6.6	6.3	6.3	6.3	6.3
Average number of items checked out annually per County resident	12	12.2	12.3	12.4	12.5

[1]10% annual growth based on multiple prior year's growth rates.
[2]Projected increase of 1% per year tracks with estimated increase in population.
[3]Projections do not account for closing of branch(es) for renovation in FY09/10. Projected increase in circulation of 2% per year for population growth and strategic efforts to improve services.

ACCOMPLISHMENTS AND INITIATIVES

❖ *Successfully implemented a 25% (1 hour per day) increase in the Sunday opening hours at eight branches.*

❖ *Overall system circulation increased by 3.5% in FY07 and is up for FY08.*

❖ *Completion of Montgomery County Public Libraries 2007 - 2010 Strategic Plan.*

❖ *Received the National Association of Counties (NACO) Achievement Award for the Twinbrook Library Storyteller's Program.*

❖ *Successfully opened two landmark "town center" library facilities in Germantown and Rockville. Both libraries showed substantial increases in use over the facilities they replaced.*

PROGRAM CONTACTS

Contact Eric Carzon of the Department of Public Libraries at 240.777.0048 or Rose Glavinic of the Office of Management and Budget at 240.777.2769 for more information regarding this department's operating budget.

PROGRAM DESCRIPTIONS

Collection Management

The Division of Collection Management provides for the selection, acquisition, cataloging, processing, and delivery of library content and materials, including electronic resources and on-line content delivered through the library's website. The planning for the inclusion of new formats and the evaluation of collections in relation to community information needs are also primary functions. Collections are purchased for English learners as well as collections in Spanish, Chinese, Vietnamese, French, Korean and Russian. The Interlibrary Loan service provides opportunities for Montgomery County cardholders to use materials from public library systems throughout Maryland, from out-of-state public libraries, and from academic and special libraries throughout the world. The materials delivery service delivers new materials, customer requested items and returned materials among MCPL branches, and between several jurisdictions in the region.

FY09 Recommended Changes

	Expenditures	WYs
FY08 Approved	**8,808,480**	**28.1**
Increase Cost: Annualization of FY08 Lapsed Positions	144,040	1.7
Increase Cost: Library Catalog Content Descriptions Contract	2,670	0.0
Eliminate: Delivery and Receiving Supervisor	-71,250	-1.0
Reduce: Materials - Databases	-200,000	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	217,800	0.5
FY09 CE Recommended	**8,901,740**	**29.3**

Library Services to the Public

Library services to the public are provided at 20 full-service library branches, plus the Noyes Library for young children, tl Montgomery County Correctional Facility Library, the Mobile Services Outreach Van, and electronically through the library . website. Services available include: information service (available in person, via the Internet, and via telephone); Public Access Catalog for access to the collection and online databases (also available 24 hours per day via the Internet); automated phone and website renewal (24 hours per day, 7 days a week); regularly scheduled programs emphasize early literacy and reading readiness for young children. Programs for teens and for adults provide introductions to the library's resources and services, to books and reading, and to presentations of interest to the community. Reading programs for all ages, early childhood through adult, emphasize the pleasure and value of reading during the summer months and year round.

Materials and special services are provided to customers who are less able to use mainstream services and/or materials on a continuing basis, or who have targeted information needs. Specialized services are provided through:

- Children's Resource Collection - A special collection for day care providers is available at the Rockville Library.
- Multicultural Services - Provides an outreach service which encourages the use of the library for English language experience and for information. Collections in Spanish, Chinese, Vietnamese, French, and Korean are provided in selected branches. Language learning labs with specialized software are provided at certain branches, and library staff facilitate and provide facilities for volunteer conversation clubs which assist residents in practicing their English skills. Library staff throughout the system are also formally certified to provide services in several languages, to better assist residents with limited English proficiency.
- Montgomery County Correctional Facility Library - Provides law materials for inmates, as well as recreational and informational reading materials.
- Literacy Council of Montgomery County - Provides tutorial services for adult beginning readers, which is complemented by adult beginning-to-read materials in many libraries.
- Mobile Services - Provides access to library services by van at selected sites on a weekly or bi-weekly basis, focusing on children in subsidized day care, low-income neighborhoods, and at Housing Opportunity Commission (HOC) sites.
- Disability Resources Center (formerly known as the Special Needs Library) - Serves the information and reading needs of people with disabilities, their family members, caretakers, students, and service providers. This library service is located at the Rockville Library. Services provided include:
  - the Library of Congress Talking Book Program for People with Visual, Physical, and Learning Disabilities
  - large print books
  - disability resources collection

- book delivery services to nursing homes and to individuals who are homebound
- computer lab with assistive technology, including Kurzweil readers for people with
- library services for the Deaf and Hard of Hearing communities.

• Business/Government Specialties - Located at the Rockville Library, this allows residents, local business persons, and government officials to find information produced by and about government, and information important to business.

• Health Information Center - Located at the Wheaton Library, this Center provides patrons with consumer-oriented health care information, so they can be better informed and can more actively participate in their personal health care.

• Noyes Library for Young Children - Located in the oldest public library building in the Washington area, this library serves as a systemwide resource and model library for early learning and early literacy. It is devoted to service to children.

FY09 Recommended Changes

	Expenditures	WYs
FY08 Approved	**28,269,870**	**380.8**
Increase Cost: Labor Contracts - Pages and Substitutes	68,660	0.0
Increase Cost: SIRSI Software Contracted Cost Increases	5,570	0.0
Decrease Cost: Technical adjustment for Principal-Debt Serv. Payment	-30,230	0.0
Decrease Cost: Conversion of Five Library Aides to Library Pages	-75,950	0.0
Eliminate: Library Assistant II at Bethesda	-80,970	-1.0
Reduce: Substitute Budget	-120,180	0.0
Decrease Cost: Turnover Savings	-1,160,000	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	843,740	-2.6
FY09 CE Recommended	**27,720,510**	**377.2**

Administration, Outreach, and Support Services

The Office of the Director oversees strategic planning and evaluation of services, policy development and direction, human resources and personnel, and financial management. The Office of the Director manages relations with the community, Library Board, local library advisory committees, Friends of the Library, and coordination with County government, as well as marketing the department's services. The Business Office manages administrative support functions, including contracts, budget, fiscal administration, revenues, payroll, and supply purchasing.

Public Services Administration oversees the day-to-day operations of the library system. The division is responsible for branch policy and procedure; customer service and program delivery for children, young adults and adults (including Early Childhood Literacy and Summer Reading); training; evaluation; community outreach; and volunteer services. The division develops the Department's Facilities Strategic Plan and manages facilities issues in coordination with the Department of General Services. Facilities issues include maintenance, as well as development and execution of the department's part of the County Capital Improvements Program. Public Services Administration and the Division of Collection Management partner to provide technical support to the branches and to manage the department's information technology assets, including the circulation control system, Public Access Catalog, and Internet access. Planning for future information technology and the introduction of new services is an ongoing responsibility of those divisions.

FY09 Recommended Changes

	Expenditures	WYs
FY08 Approved	**3,388,310**	**18.6**
Enhance: Library meeting room equipment	11,000	0.0
Increase Cost: Central Duplicating Deficit Recovery Charge	3,500	0.0
Eliminate: Programming and Outreach Assistant	-43,920	-0.5
Eliminate: Office of Multicultural Services	-44,740	-0.5
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	468,730	2.2
FY09 CE Recommended	**3,782,880**	**19.8**

BUDGET SUMMARY

	Actual FY07	Budget FY08	Estimated FY08	Recommended FY09	% Chg Bud/Rec
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	20,773,540	23,404,910	22,785,130	23,447,870	0.2%
Employee Benefits	7,479,508	8,627,850	8,255,470	8,692,940	0.8%
County General Fund Personnel Costs	*28,253,048*	*32,032,760*	*31,040,600*	*32,140,810*	*0.3%*
Operating Expenses	8,313,355	8,284,300	8,284,300	8,114,720	-2.0%
Capital Outlay	75,960	0	0	0	—
County General Fund Expenditures	*36,642,363*	*40,317,060*	*39,324,900*	*40,255,530*	*-0.2%*
PERSONNEL					
Full-Time	236	238	238	243	2.1%
Part-Time	261	259	259	237	-8.5%
Workyears	417.9	425.6	425.6	424.4	-0.3%
REVENUES					
Lost Cards	0	10,000	0	0	—
Library Collection Agency	0	275,000	275,000	275,000	—
Library Lost Book Fines	67,440	70,000	70,000	78,000	11.4%
Library Meeting Room Reimbursement from CUPF	13,512	10,000	10,000	11,000	10.0%
Public Libraries: Retirement	1,783,772	1,639,000	1,852,000	2,666,000	62.7%
Library Fines	1,327,036	1,169,150	1,169,150	1,169,150	—
Library Reader Printer Fees	654	600	600	600	—
Public Libraries: Operations	2,396,394	2,597,232	2,597,230	2,609,970	0.5%
Library Other Fees	19,520	0	0	0	—
Sale of Merchandise	0	8,000	8,000	8,000	—
Library Book Sales	46,195	34,000	38,297	35,000	2.9%
Session Mgmt: Libraries	113,875	120,000	120,000	120,000	—
Coin Copier: Libraries	69,726	80,000	65,000	80,000	—
Federal Telcom Act of 1996	20,343	70,000	70,000	70,000	—
County General Fund Revenues	*5,858,467*	*6,082,982*	*6,275,277*	*7,122,720*	*17.1%*
GRANT FUND MCG					
EXPENDITURES					
Salaries and Wages	92,833	104,970	104,970	93,940	-10.5%
Employee Benefits	24,310	15,850	15,850	27,700	74.8%
Grant Fund MCG Personnel Costs	*117,143*	*120,820*	*120,820*	*121,640*	*0.7%*
Operating Expenses	366	28,780	25,190	27,960	-2.8%
Capital Outlay	0	0	0	0	—
Grant Fund MCG Expenditures	*117,509*	*149,600*	*146,010*	*149,600*	*—*
PERSONNEL					
Full-Time	1	1	1	1	—
Part-Time	0	0	0	0	—
Workyears	2.0	2.0	2.0	2.0	—
REVENUES					
Area Access: Patron Access	55,100	55,100	55,100	55,100	—
Staff Development	16,037	13,500	9,910	13,500	—
NASA Space Science Grant	853	0	0	0	—
Public Services Special Needs DLDS	65,497	0	0	0	—
Library Public Services Special Needs DLDS	0	81,000	81,000	81,000	—
Early Reading First	-19,978	0	0	0	—
Grant Fund MCG Revenues	*117,509*	*149,600*	*146,010*	*149,600*	*—*
DEPARTMENT TOTALS					
Total Expenditures	36,759,872	40,466,660	39,470,910	40,405,130	-0.2%
Total Full-Time Positions	237	239	239	244	2.1%
Total Part-Time Positions	261	259	259	237	-8.5%
Total Workyears	419.9	427.6	427.6	426.4	-0.3%
Total Revenues	5,975,976	6,232,582	6,421,287	7,272,320	16.7%

FY09 RECOMMENDED CHANGES

	Expenditures	WYs
COUNTY GENERAL FUND		
FY08 ORIGINAL APPROPRIATION	40,317,060	425.6
Changes (with service impacts)		
Enhance: Library meeting room equipment [Administration, Outreach, and Support Services]	11,000	0.0
Eliminate: Programming and Outreach Assistant [Administration, Outreach, and Support Services]	-43,920	-0.5
Eliminate: Office of Multicultural Services [Administration, Outreach, and Support Services]	-44,740	-0.5
Eliminate: Delivery and Receiving Supervisor [Collection Management]	-71,250	-1.0
Eliminate: Library Assistant II at Bethesda [Library Services to the Public]	-80,970	-1.0
Reduce: Substitute Budget [Library Services to the Public]	-120,180	0.0
Reduce: Materials - Databases [Collection Management]	-200,000	0.0
Other Adjustments (with no service impacts)		
Increase Cost: General Wage and Service Increment Adjustments	1,497,460	0.0
Increase Cost: Group Insurance Adjustment	422,280	0.0
Increase Cost: Annualization of FY08 Lapsed Positions [Collection Management]	144,040	1.7
Increase Cost: Retirement Adjustment	70,190	0.0
Increase Cost: Labor Contracts - Pages and Substitutes [Library Services to the Public]	68,660	0.0
Increase Cost: Motor Pool Rate Adjustment	36,630	0.0
Increase Cost: Printing and Mail Adjustments	10,680	0.0
Increase Cost: SIRSI Software Contracted Cost Increases [Library Services to the Public]	5,570	0.0
Increase Cost: Central Duplicating Deficit Recovery Charge [Administration, Outreach, and Support Services]	3,500	0.0
Increase Cost: Library Catalog Content Descriptions Contract [Collection Management]	2,670	0.0
Increase Cost: Technical adjustment	0	0.1
Decrease Cost: Elimination of One-Time Items Approved in FY08	-9,400	0.0
Decrease Cost: Technical adjustment for Principal-Debt Serv. Payment [Library Services to the Public]	-30,230	0.0
Decrease Cost: Conversion of Five Library Aides to Library Pages [Library Services to the Public]	-75,950	0.0
Decrease Cost: Annualization of FY08 Personnel Costs (Decrease due to turnover)	-497,570	0.0
Decrease Cost: Turnover Savings [Library Services to the Public]	-1,160,000	0.0
FY09 RECOMMENDED:	40,255,530	424.4
GRANT FUND MCG		
FY08 ORIGINAL APPROPRIATION	149,600	2.0
FY09 RECOMMENDED:	149,600	2.0

PROGRAM SUMMARY

	FY08 Approved Expenditures	WYs	FY09 Recommended Expenditures	WYs
Collection Management	8,808,480	28.1	8,901,740	29.3
Library Services to the Public	28,269,870	380.8	27,720,510	377.2
Administration, Outreach, and Support Services	3,388,310	18.6	3,782,880	19.8
Totals	40,466,660	427.6	40,405,130	426.4

CHARGES TO OTHER DEPARTMENTS

Recipient Department	Recipient Fund	FY08 Total$	WYs	FY09 Total$	WYs
GENERAL FUND					
Correction and Rehabilitation	General Fund	232,110	2.2	223,650	2.2

FUTURE FISCAL IMPACTS

This table is intended to present significant future fiscal impacts of the department's programs.

COUNTY GENERAL FUND

Expenditures

FY09 Recommended	40,256	40,256	40,256	40,256	40,256	40,256
No inflation or compensation change is included in outyear projections.						
Labor Contracts	0	1,623	1,748	1,748	1,748	1,748
These figures represent the estimated cost of general wage adjustments, service increments, and associated benefits.						
Central Duplicating Deficit Recovery Charge	0	-3	-3	-3	-3	-3
This per employee charge will be eliminated in FY10.						
Clarksburg Library	0	0	1,343	1,389	163	163
These figures represent the impact on the Operating Budget (maintenance, utilities, staff) of projects included in the FY09-14 recommended Capital Improvements Program.						
Olney Library Renovation and Addition	0	0	19	33	33	33
These figures represent the impact on the Operating Budget (maintenance, utilities, staff) of projects included in the FY09-14 recommended Capital Improvements Program.						
Subtotal Expenditures	40,256	41,875	43,363	43,423	42,197	42,197

Montgomery County, Maryland
Public Libraries

BRANCHES

1. Aspen Hill
2. Bethesda *
3. Chevy Chase
4. Corrections Center
5. Damascus
6. Davis
7. Fairland *
8. Gaithersburg *
9. Germantown *
10. Kensington Park
11. Little Falls
12. Long Branch
13. Noyes Library for Young Children
14. Olney *
15. Poolesville
16. Potomac
17. Quince Orchard
18. Rockville *
19. Silver Spring *
20. Twinbrook
21. Wheaton *
22. White Oak
* Clarksburg (proposed)

* These eight libraries are open on Sunday from Labor Day through Memorial Day.

Questions for DPL FY09 Operating Budget

1. Please detail the impact of the elimination of the four positions listed (Programming and Outreach Asst, Office of Multicultural Services, Delivery and Receiving Supervisor, Library Asst II). Which (if any) of these positions is currently filled? Will the service or function be continued through other means, continued at a reduced rate, or if not, what is the impact of eliminating the function?

In all four cases the affected services/functions will continue, with no reduction or degradation of current service levels. The position in the Office of Multicultural Services has an incumbent (Part-time Library Associate II). There are compatible vacancies in our current personnel complement, so the incumbent will have viable options to stay within the department. The remaining positions are vacant.

Effects of the reductions are as follows:
- Programming and Outreach Asst. (Part-time Library Associate II) – This new position was intended to provide better department coordination and participation in countywide outreach and programming efforts such as the Positive Youth Development Initiative, Seniors outreach, etc., per our Strategic Plan. Without the position, the department will still be involved in programming and outreach, but to a lesser, more targeted degree.
- Delivery and Receiving Supervisor – This new position was intended, per our Strategic Plan, to play a lead role in accomplishing our goal of getting materials into the hands of our customers more quickly. That is still our goal, and we will strive to accomplish it within existing resources.
- Library Assistant II (Bethesda) – This position was vacant, and was due to be reclassified into an Information Technology Technician, to provide increased focus on branch and system information technology maintenance needs and assistance to customers using technology per our Strategic Plan. Without the position, information (Librarians, Library Associates) will continue to assist customers as best as their skills allow.
- Office of Multicultural Services – The "Office of Multicultural Services" has gradually been eliminated over the past few years. This reduction will entirely eliminate the "Office." The incumbent in the position was arranging programs, in addition to other staff throughout the system, for ethnic celebration months such as Hispanic Heritage Month, Asian Pacific Islander Awareness Month, Black History Month, and the like. Branch staff and department committees will continue to conduct these programs and liaison with other County efforts related to the same under the leadership of the Public Services Administrator for Community Engagement and Development.

2. What is the FY08 substitute budget? How many hours per week would the reduced FY09 level support? Will substitute allocation practices change to meet the reduction?

The FY08 Substitute budget is $735,000. The FY09 substitute budget will be $669,120 ($735,000 + 54,300 in assumed personnel cost increases due to the bargaining unit agreement – 120,180 budget reduction). . The Recommended FY09 budget, at an assumed average cost rate of $23 per hour (7.4% higher than FY08) will purchase about 580 substitute hours per week, about 100 hours per week or 15% less than FY08s budget.

3. What is the impact of the database reduction? Are these subscriptions that won't be renewed, or collections that won't be purchased?

We are uncertain of the precise impact of the reduction. Each year we evaluate use of the databases we buy and end up dropping some databases that were underused and picking up others that show promise. The reduction in this area will reduce the enhancements we have been making to reference information via databases, which are more accessible than traditional print reference (you don't have to physically appear at a branch to use one, multiple users can use the database at the same time) and generally provide more up-to-date and targeted/searchable/usable information than traditional print reference (we have a search tool that will give the user several choices of databases, books, and other materials that could answer their question). Some specific examples of "database" content include: Morningstar financial data on mutual funds, business-related databases with information on companies/industries, biography/science/current events databases, and health-related databases with detailed information on various health issues.

4. Please briefly summarize the assumptions behind the two items related to savings in personnel costs: $497,570 reduction in FY08 personnel cost annualization and $1.16 reduction in turnover savings. I understand that the base lapse amount for FY09 is $950,000 in addition to these reductions. Is that correct?

Yes. The department's base lapse budget is $950,000, which is based on a general assumption of turnover under normal circumstances, and the attendant recruiting activity. Generally speaking, this equates to approximately 20 vacant positions at any given time, preferably rotating from unit/branch to unit/branch as some positions are filled and others go newly vacant.

The $497,570 in decreased personnel costs results from the recalculation of personnel costs in FY09 relating to positions that went vacant during FY07/FY08 and at the time MCPL provided its budget to OMB (December 2007) were filled or projected to be filled by staff that cost less (coming in at the entry level of the pay scale, and using the County's newer, less costly benefit plans).

The $1.16 million reduction in turnover savings has two components:

- $460,000 of the reduction results from a further recalculation of positions actually vacant in the department between December 2007 and February 2008, that have in some cases been filled and in other cases are projected to be filled at a lower cost than the current incumbent.
- $700,000 of the reduction results from a projection that of over 80 persons in the department that are eligible to retire now or during FY09, some portion of those persons will actually retire, and a long-term net savings will result as those vacancies are eventually filled by staff who come into County service at an entry level salary and into the now less costly County retirement benefits plan. The portion (approximately 30 persons) was derived by using an actuarial estimation provided by the Office of Human Resources that establishes a probability for a person actually retiring, based upon their age when they achieve full retirement eligibility.

5. Please explain the rationale for converting the five library aide positions to library pages. Are any of the positions filled? What is the cost breakdown per position?

We are proposing abolishing five Library Aide positions and increasing the number of Library Page hours by an equivalent amount of workyears, which would maintain the pure number of hours devoted to reshelving books, but save the County some personnel costs. The change will somewhat reduce the flexibility of some of the branches, because a Library Page is exclusively dedicated to reshelving books and media, whereas a Library Aide can also process customer holds and other tasks (so can other circulation staff like Library Assistants). There are 40 total Library Aides, so every branch has at least one Library Aide, and even with this budget reduction taking the number of Aides down to 35, every branch will still have at least one aide. Four of the five positions are vacant. The approximate cost savings per position is $15,190. That is the difference between the cost of a Library Aide (a part-time, merit system position working 20 hours per week) calculated at an approximate cost of $23,800 per year, and paying Library Pages (temporary positions typically working between 10 and 15 hours per week) to work the same twenty hours per week for one year ($8,610).

5a. Please indicate the magnitude of the shelving assistance task and whether the above recommendation affects it.

The current budget supports on the order of 2,736 shelving assistance hours per week, or 136,800 shelving assistance hours for the 50 weeks of the year the system is open. The majority of shelving work is the literal reshelving of books and media, which is done by over 100 Library Pages. The remainder of the work involves processing of holds, which is done by Library Aides (who also shelve books) and other staff. The County Executive's recommendation does not change the hours devoted to shelving assistance, only the mix of staff doing the work.

6. For the last two years, DPWT has had $540,000 for deferred maintenance and deep cleaning specifically for libraries. This is recommended to continue in FY09. Please provide an update on this effort, including (if available) a list of what has been done, what is anticipated for FY09, and what the working list of deferred projects is for libraries.

The primary purpose of the $540,000 has been to re-establish a schedule of cleaning in the branches that would actually result in clean, presentable facilities. This has been accomplished by a. increasing day porters at high volume libraries to ensure that bathrooms and other high traffic areas are being cleaned during the day; and b. establishing a rotation of cleaners to every branch at least two times per year. During this rotation, cleaning attention is paid to bookshelves, floors, windows, and other areas that were collecting unacceptable levels of dirt and grime prior to the budget change.

The $540,000 has also provided some improved ability to address other deferred maintenance needs like painting, carpeting, and other practical repairs, but not the total list that has been identified for the Libraries or other County departments.

7. Please provide an update on the transition of the Special Needs Library to the Rockville Library. I understand that there have been efforts to improve services and access and that some additional work continues in this area. Are there ongoing concerns, or have the challenges of the transition been met? Please discuss what has been done since the transition, what plans are in place to continue improvements, and what assessment has been done, if any, of the access and service issues.

We have addressed some issues with the transition, but there is additional work to be done to meet the needs of the community, and we are sure that more issues and needs will be identified in the future. Below are some of the issues that we are looking at currently:
- During an evaluation of the operation of our first year, we determined that Talking Book calls often take longer to answer than typical telephone reference transactions. Therefore we have been working to restructure how those calls are processed both to improve the response and to allow staff to more efficiently answer non-Talking Book telephone reference calls.
    - We are working with the State of Maryland Division of Library Development Services, on a grant proposal to the Federal Library Support and Training Administration, for an additional part-time resource at the Disability Resource Center to assist our Talking Books Customers. The Talking Books Program we operate at Rockville as part of the Disability Resource Center is sub-regional branch of the State's Library for the Blind and Physically Handicapped, which is itself a branch of the Federal Library for the Blind and Physically Handicapped.
    - We continue to train our staff, and we have done some restructuring of the staff at Rockville Library to increase our ability to focus on the needs of individuals with disabilities that need specific kinds of service like the Talking Book program. Four library staff are trained to provide Level II service provision for Disability Resource Center.

- The community also had input into signage issues and physical access issues into the library. As a result we improved signage in the library, and the City of Rockville made major changes to the brickwork in the Town Square.
- Within the next 6 weeks the computer lab at the Rockville Library will begin offering classes, including tutoring and classes for people with disabilities.
- The Rockville staff is constantly assessing the layout of the library and the collection to better serve customers with special needs. They are currently reviewing potential changes (e.g., a bench and/or tables) on the first floor of the library in response to some feedback we received from community members.
- We are reviewing the addition of special equipment (popularly known as "Video Relay Service") that can be used by those persons who communicate via sign language.

We continue to be committed to providing excellent service to the users of the Disability Resource Center at Rockville and to anyone with special needs using any branch.

8. Please provide updates on the Literacy Council and Mobile Services.

Mobile Services – The Service is still going strong. The circulation for the Mobile Services Van has increased in the past few years, to more than 4,000 circulations in FY07. We moved its location to the Davis Library this February to take advantage of the better space and closer location to the UpCounty locations that the vehicle serves. The service's Librarian, Susie Andrews, was awarded a Montgomery's Best Award this year for Outstanding Customer Service.

The Mobile Services Van visits Day care centers with Head Start participants in the mornings, where story times are presented to classes while teachers check out books on the Van. Afternoons are spent bringing the Van to low income housing communities, where books, videos, magazines, picture books, and homework assignment materials are available for check out. The Van also represents the County at many community events/celebrations: truck days at Schools; the Summer Reading Kickoff; and parades.

Literacy Council – The Literacy Council of Montgomery County (LCMC) services are as strong as ever. This year Literacy Council celebrates their 45th anniversary, and they enrolled their ten thousandth student. LCMC reduced their waiting list 14% from FY07 down to about 260 students as of December 2007. The Literacy Council is engaging a major new initiative this year, funded by the Maryland State Department of Education. The grant is a capacity building initiative which provides LCMC with additional resources to increase their number of English as a Second Language classes they can hold, and helps them run those classes consistent with Maryland State standards for adult education. The County Government funds about one half of LCMC's budget, the rest is raised through other grant sources and private donations. In FY07 Literacy Council served 853 students, 658 for ESL and 195 for Basic Literacy. Each year, the Literacy Council trains over 200 new volunteers to join several hundred veteran tutors in providing services to LCMC students. LCMC is on the Board of Directors for MCAEL, and is a provider in the coalition.

9. Please explain the $11,000 increase to meeting room maintenance.

Two years ago the County increased meeting room fees for public library meeting rooms substantially to bring them in-line with other meeting room fees. The resulting revenues are approximately $11,000 per year, and the County Executive's budget proposes putting the increased revenue to use in replacing meeting room tables and chairs, and otherwise providing for minor improvements to the equipment available or the condition of meeting rooms.

1

THE MONTGOMERY COUNTY LIBRARY BOARD (MCLB)

Good evening Council Chair and Members. I am Dr. Lois Neuman, Chair of the Montgomery County Library Board. On the copy of the testimony you have in front of you, you will find supporting information for each point. Because of the time limitations, I will not read all of the details.

Libraries are Important to the Community.
An article on the "5 things Community Leaders Should Know About Libraries and the Public" by the Americans for Libraries Council revealed –
- Libraries Are Highly Valued,
- Libraries Are Important 21st Century Resources,
- Voters Love Libraries,
- Libraries Use Tax Funds Wisely, and
- The Public Welcomes a Greater Role for Libraries (Public Agenda June 2008).

This is true for Montgomery County residents as well.

The *Montgomery County Resident survey* found libraries placed at 79% - essential or very important and 85% - excellent or good quality.

Voter love libraries. Voters conduct business seamlessly at the library: voter registration, computer use, programs, and community meetings in the physical facilities.

During an economic downturn, similar to the one we have now, people turn to libraries for services.

Libraries are ubiquitous – touch all aspects of the county, are visible and represent a vocal, well connected community.

Now that we've established value, let's look at cost.

The MCPL budget history might be of interest to those of you who are not familiar with the cuts that occurred in the 1990's causing a reduction in service hours, collections, and available staff members. **The MCPL system has not yet recovered from that cut.**

Comparatively speaking, the **MCPL budget is a very small percentage of the total budget.** What you will gain by cutting dollars you will lose in the good will, confidence, and trust from the county residents and library community.
In 20 full service facilities, we have 500 staff, 525,000 library users or 60% of the county population.
To continue to be relevant, we want:
- library users to have continued access to and ongoing updates of materials and programs.

- children to have their after school and summer programs and teens to have their after-school safe haven.
- to continue our programs for English-as-a-Second Language users, Senior citizens, the disabled and our correctional center.
- our computers and technology to be available at a time when libraries report heavy usage and not turn people away
- to keep our Sunday hours that see increased community use.

If you ask us what we would do if we had the funds the answer is to become a cutting edge system:

Build the library of future. Need funds to support a new Integrated Library System (Circulation functions, catalog, website). Money is needed for consultant and system. The Council cut the $300,000 for the consultant last year. Training and development of staff. New materials technologies and ways of delivering service

Deliver library service beyond our physical walls by mailing materials, using a vehicle to deliver service to those patrons who cannot come to the facilities or otherwise transport items to our patrons.

Adjust hours to insure accessibility to staff and resources. Increased hours of service. Year around hours on Sundays. Restoration of morning and evening hours at some branches. Longer weekend hours at some branches. Ensure that the staffing and hours are funded at the new Silver Spring Library.

Give attention to building maintenance. Change the renovation schedule from 20–25 years to what it was: 10-15 years or less. Continued funding for facilities maintenance.

Insure a Secure and Safe Environment. We need a security presence to keep our patrons safe. We have decreased the presence from 5 days to 3 days and may decrease to 2 days.

Increase our rating in the Top 10 Henning rating of libraries nationwide. Montgomery County Public Library System dropped from the top five to number 10. In a county such as ours with a well used, highly rated library this is inexcusable. Our dedicated personnel and volunteer support system is second to none but clearly we are severely limited without funds and without your vote in support of library funding.

We know you speak well of libraries but now we expect you to **match your voiced opinion with your vote – we urge you not to cut the library budget...**not now, during the deliberations, or during the final few seconds remaining before approval as you did last year. We would be closer to our Library of the Future if we had those funds. We urge you not to force us to step backwards once again.

Thank you for your attention.

TESTIMONY OF FRIENDS OF THE LIBRARY, MONTGOMERY COUNTY, MD
BEFORE THE COUNTY COUNCIL
April 8, 2008

My name is Steve Snapp and I live in District 4. For the past three years, I've served as President of Friends of the Library, Montgomery County.

This year, our 5,000+ members and 15 Local Chapters will contribute $300,000 or so to Montgomery County libraries. Since the last time I sat here, the Friends treated 28,220 kids to summer reading programs. We provided funds to pay for all 650 library staff members to attend a county-wide Training Day. For the branches, we're happily purchasing computer-based literacy centers for early learners. We consider it our job to help deliver these and many other programs that a lot of people think the library pays for itself.

We spend a lot of time in our libraries. So we know where the fantasy shelf ends and non-fiction begins. We recognize that Mr. Leggett's proposed budget essentially maintains last year's investment in library services when other agencies are tightening their belts. So our appeal to you is simple:

Approve the library budget as submitted. It's the wrong year to ask for more, but neither is it the right time to be content with less.

TESTIMONY OF FRIENDS OF THE LIBRARY, MONTGOMERY COUNTY, MD
BEFORE THE COUNTY COUNCIL
April 8, 2008

Already, we're seeing the effects of tight fiscal policy. The Friends recently turned down an invitation to apply for a grant from the National Endowment for the Arts because it would fund a program that had to be run by library staff already stretched so thin that it wasn't clear they had capacity for it.

We love our great new libraries in Rockville and Germantown. And we hate watching them go dark while the sidewalks are full of residents who can only window-shop them.

We're not giving up. We promise to stay right here, even taking steps to increase our support by as much as 25% over the next year. We've made an informed decision to support the budget as submitted. We ask you to please hold that line for us.

UPCOUNTY CITIZENS ADVISORY BOARD

Comments for the County Council
Upcounty Priorities for the FY09 Operating Budget
April 8, 2008

Good evening ladies and gentlemen of the Council. On behalf of the Upcounty Citizens Advisory Board (UCAB), thank you for this opportunity to discuss the priorities and issues that we think require both recognition and funding. I also want to thank you for your previous support. We look forward to working with you to advance policies and programs that Mr. Leggett, you and the people of the Upcounty see as critical.

The UCAB recognizes what a difficult fiscal situation the County is facing in the immediate future. Still, as the operating budget for the coming year is developed, we feel it necessary to highlight both what we have been focusing on at the Board level and what we have heard from our fellow Upcounty residents at our latest community forum.

Like you, the Board is concerned about the programs and services available for our youth and families. We are participating in the Executive's Positive Youth Initiative in Germantown however, there are many other areas of the Upcounty that are not benefiting from that work yet. To address this, the UCAB recommends a strong policy of programmatic and financial support for out-of-school-time programs, including those in the County recreation centers, in the schools themselves and in private venues.

Along that vein, libraries serve as an educational and recreational outlet for youth and adults. After the many years the Board advocated for construction of the Germantown Library, and with plans being made for library renovation or construction throughout the Upcounty, it is imperative that these institutions receive adequate funding for staffing, collections and programming. Well-staffed and well-stocked libraries benefit children who may not have access to materials at home, immigrants who are learning the English language, native English speakers who are trying to learn something new and seniors who use the space as a safe place to spend time.

Speaking of safety, and due to the size of the Upcounty and the particular needs of our diverse suburban and rural neighborhoods, the Board has been an unwavering supporter of our Police and Fire and Rescue Departments. We encourage you to ensure safer and more secure communities by increasing the number of fire and rescue personnel and police officers. In particular, we want to stress the importance of full funding to staff and equip our fire and rescue facilities, especially as development continues and new stations come online. We would also like to see the Police Department increase the number of full-time or part-time Educational Facilities Officers in the middle and high schools. In addition, we can not stress enough that all of these public servants would benefit enormously from a comprehensive workforce housing program.

Citizens of the Upcounty suffer the economic and emotional strain of longer and more difficult commutes due, in part, to the growing geographic gap between residences and workplaces. For many years, the Board has identified traffic congestion and transportation capabilities as top priorities. The

Board has enthusiastically supported the Corridor Cities Transitway (CCT). We feel the CCT is an attainable goal, a fact supported by the significant amount of right of way that has already been set aside, dedicated or reserved for the CCT and its requisite stations. Until the CCT becomes a reality, we encourage the County to consider transit alternatives, such as new bus routes, and the design and construction of sidewalks and bikeways in new developments, revitalized areas and near schools and recreation centers.
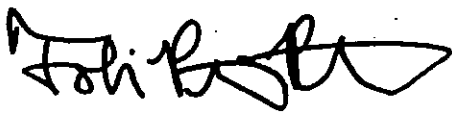
The UCAB recognizes that each neighborhood and every resident probably has similar lists of what they need and want. Balancing the demands of individuals and serving the greater good is a daunting task. To help the Administration, we have also compiled a list of potential changes to either cut spending or generate revenue:

- Encourage agencies to make use of the large retiree population in the county;
- Look for private partners whenever possible and encourage local philanthropies to work with the County government to leverage their own investments;
- Allow access to public facilities by private companies or individuals, for a cost.

In closing, the Upcounty Citizens Advisory Board is grappling with many of the same issues as our neighbors throughout the County. However, the Upcounty region comprises half the county's land area, is home to one-third of the total population and two of the fastest growing areas – Germantown and Clarksburg. The Upcounty also contains the Agricultural Reserve, which is an economic engine, a recreation outlet and a unique source of beauty. Maintaining its integrity is vital for all of us, and of particular importance to those of us living in the northern portion of the county. We feel it is important to remind policy and decision-makers of these facts because the Upcounty region is vital to the economy of the entire county.

Again, thank you for letting us share the concerns of Upcounty residents.

Respectfully submitted,

Tobi Printz-Platnick
Chair, Upcounty Citizens Advisory Board

Testimony of Ralph M. Hitchens
Poolesville Library Advisory Committee,
On behalf of the Upcounty Library Advisory Committees
April 8th, 2008

Members of the County Council:

No one will accuse you of trying to "balance the budget on the backs of the libraries" when we're looking at less than one percent of that budget. But it's distressing to hear a nice guy and longtime library supporter like Mike Knapp talk about having to "choose between a fireman and a librarian." Knowing a fireman or two, I'm well aware that they have staffing and resource problems. But I also know they will never back down from their pledge to "answer all calls." Librarians? They simply can't "answer calls" unless they have enough staffing to open the doors when people show up, and help them find what they're looking for. And they cannot answer the call with too few books on the shelves.

The library system is a very small budget line but it has a huge footprint – impacting at least 60 percent of the county residents. Residents who are, in general, well-educated and much more likely to vote in local elections than other people. Their local librarian cannot lobby them about the impact of reduced service hours and the reduced collection budget, but they don't need to be lobbied – they can see these things for themselves.

We argue that you can't achieve anything meaningful by continuing to pare down the library budget. What does this shrinking budget mean? On the capital side it means not fully funding a replacement for the old Gaithersburg Library, historically the leading branch in terms of circulation, now decaying in the midst of one of the county's most densely-populated areas – with a user base that has doubled since it

was built and has, by the way, the lowest household incomes in the county, the highest numbers in multi-family housing, the highest number of minorities and immigrants, and the highest number of working mothers. On the operations side it means curtailed service hours and more days closed at many branch libraries; it means cutting back "story time" for the youngest children as well as programs for teenagers. It means an anemic collections budget that falls further and further behind demand. The bottom line? In past years the Montgomery County Public Library System has been rated among the top ten in the nation. That will change, and it will have changed on your watch.

As Council Members you may find it presumptuous of me to tell you your business. But I've been hoarding my presumption for the right occasion, so here goes. The only way to impose real budget discipline is to take a hard look at the major county programs and – God forbid! – take an equally hard look at the revenue side. We live in an affluent county, and at the risk of being called naive, I'd like to think most county residents understand that the high level of services they expect will cost a bit more than they would cost in other jurisdictions. If they don't understand it, then it's something you need to tell them. All of you invested a great deal of effort into getting elected, and all of you promised, at one time or another, that you would make the hard decisions on our behalf. Please do so – take a hard look at those budget lines that amount to much more than the trivial percentage of the budget that the libraries need. Public libraries are more important than ever in times of economic hardship. So it's time to put an end to this "death by a thousand cuts." Thank you.

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Department of Public Libraries

1. Reduce Sunday hours back to 4 hours from the increased 5 hours (increase new in FY '08).

2. Re-implement the "hold" fee for books, cds, etc. This fee was eliminated a few years ago, and the number of holds has dramatically increased, requiring multiple staff to process on a daily basis. Propose implementing a $1 hold fee.

3. Charge customers shipping costs to cover requests of the Inter Library Loan system and Marina books. DPL currently covers costs of going to get the book from other libraries in Maryland or have them shipped to the appropriate library in DPL.

Department of Public Works and Transportation

1. Capital Development – there are 12 managers for 54 people.

2. Positions that could be eliminated without reducing services: Engineering Service Specialist; Deputy Director for Transportation Policy (has told members that he does not have to answer to the public); additionally, there are 6 sections in Capital Development that are headed by Manager-IIIs (M-IIIs), with the following M-III/bargaining unit member ratio:

   a. Lab Section: 2-4 people
   b. Bridge Section: 2-3 people
   c. Facility Planning Section: 4 people
   d. Special Design Section: 3 people
   e. Storm Drain Section: 3 people
   f. Major Design Section: 1-2 people

   These are highly skilled workers who require little or no supervision and these M-III positions could be abolished and more front line/lead worker positions overseeing a minimum of two sections could be created for less money, which would increase productivity.

3. Facilities and Maintenance Services could eliminate 1 area supervisor; 2 team leaders; 2 maintenance renovation inspectors and 1 maintenance renovation inspector supervisor positions. Again, these positions could be abolished and more front line worker positions could be created for less money to assist a staff that has over 300 properties to maintain with a small number of people, hence potentially saving hundreds of thousands of dollars in replacement and repair

Response from Department of Public Libraries, April 24, 2008

1. Reduce Sunday hours back to four from five. I have the information from the Committee's FY08 discussion on this issue that the total cost of this increase was $93,440 and 1.3 WY. Please confirm.

Confirmed on the budget value. The increase in Sunday Hours approved for FY08 has so far yielded a 15% increase in circulation activity for Sundays. We expect annual circulation for the Sunday Hours to be more than 300,000 for FY08 (that's equal to or greater than the annual circulation of some of our smaller branches). In fact, for FY08, residents check out more materials per hour (273) at the eight libraries open Sundays, than they do for the 21 branches open on Saturdays (272), which is the busiest day for our branches overall. The County Executive made the decision to recommend more Sunday hours in FY08 budget as a result of feedback from community advocates and the general public. The additional hour on Sundays gives more flexibility and options to our diverse community, many of whom we are sure find it difficult to visit the library at other times due to other demands on their time. We require all management staff to work at least one Sunday per year, the majority of hours worked by front-line staff are scheduled by choice. We also assign all front-line staff hired after April 2000 at least one Sunday per year, if they don't already work Sundays by choice.

1. Implement $1 hold fee. Please indicate what level of hold activity the system experiences in a year or a month. How many holds are requested? Is there information on how many of these are not completed? When was the hold fee last implemented? Hold activity has been quite substantial in recent years because customers can now place the hold on-line by themselves.

800,000 Holds were requested in FY07, and we are able to fulfill a substantial amount of those requests. The holds fee was last implemented in the 1990's, we stopped collecting the fee in FY02, when we introduced the capability to place a hold on-line. The ability for a customer to have the material of their choice held for them at the library branch of their choice is an excellent tool for our residents, making the full collection of the system more available and accessible to our diverse community. In this economic climate, an additional fee would be an unfair impediment to residents, especially those who are on fixed incomes or those with economic challenges. No other Maryland jurisdiction currently charges for holds to our knowledge. Finally, because of the increase in usage, and the on-line capabilities, we believe that trying to re-implement a holds fee would be substantially more difficult from the technical, training, operations, and customer service/experience perspectives.

3. Charge customers shipping costs for interlibrary loan. What is the total amount expended for this purpose? Does the amount vary significantly year to year?

A good portion of InterLibrary Loan activity is intra-state, and the State of Maryland pays for that expense by funding the driver-clerks who deliver materials between the various library systems within the State. The annual costs for shipping (obtaining and subsequently returning) InterLibrary Loan items requested by our customers from sources outside the State has stayed between $7,000 and $9,000 each year for FY06 - FY08 (projected). We predict that this kind of fee would be prohibitively complicated to implement, and the cost to implement and administer would most likely far exceed the cost of the postage and fees.

MONTGOMERY COUNTY PUBLIC LIBRARIES

Isiah Leggett
County Executive

B. Parker Hamilton
Director

MEMORANDUM

April 23, 2008

TO: George Leventhal, Montgomery County Council

FROM: B. Parker Hamilton, Director
            Montgomery County Public Libraries

SUBJECT: April 15, 2008 Operating Budget Work Session

At Montgomery County Public Libraries (MCPL) April 15, 2008 work session in front of the Health and Human Services Committee to discuss the County Executive's recommended FY09 operating budget, you asked when the columns of the Damascus Library would be repaired.

The repair of the eleven (11) columns and wood framing will be included in the FY09 work plan of the Department of Public Works and Transportation-Operations. The restoration will be completed in the first quarter of FY09 at a cost of $25,000.

The agency manager has been informed and will communicate this information to the community.

Please let me know if you have additional questions.

BPH:rjh

cc: Roger Berliner, Montgomery County Council
    Arthur Holmes, Director, Department of Public Works and Transportation
    Joseph Beach, Director, Department of Management and Budget
    Stephen Nash, Chief, Department of Public Works and Transportation-Operations
    Rita Gale, Public Services Administrator, Public Libraries

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MONTGOMERY COUNTY PUBLIC LIBRARIES

Isiah Leggett
County Executive

Memorandum

B. Parker Hamilton
Director

April 22, 2008

To: Roger Berliner, Montgomery County Council

From: B. Parker Hamilton, Director
            Montgomery County Public Libraries

Re: April 15, 2008 Operating Budget Work Session

At Montgomery County Public Libraries (MCPL) April 15, 2008 work session in front of the Health and Human Services Committee to discuss the County Executive's recommended FY09 operating budget, you asked if the current Mobile Van could also serve Seniors in addition to its current role of providing services to children and teens.

In its current capacity of providing services to children and teens, mornings find the Mobile Van and its Children's Librarian Susie Andrews conducting storytimes for children in daycare centers that serve low income families, the Judy Centers and Head Start classes. While she is sharing books with the children, the teachers come on board the vehicle to check out books. The afternoons find Ms. Andrews and a part time Circulation staff member taking the Mobile Van out to after school programs and low income housing neighborhoods.

The barriers with using this one vehicle (about the size of a UPS truck; not the size of a city bus) for service to Seniors include:

- The Van's collection and interior design is for children. The collection, its arrangement and the built in stools are an important part of making this Van accessible to children.
- Staff skills are in the area of Children's Services, not services for Seniors.
- Seniors require a vehicle with a lift – the Mobile Van does not have one, and its retractable steps are particularly steep.
- The Van currently has a very full schedule of service. Most sites are served once a month. Requests come in monthly for new sites to be added.
- The Mobile Van's service was designed to support Montgomery County's Every Child Ready to Read initiative, as well as the County Executive's emphasis on "Preparing Children to Live and Learn."
- The Van serves many New American communities and populations in its afternoon runs. This supports the County Executive's concern that vital living is ensured for all our residents, as well as giving support to families living in affordable housing.

Please let me know if you have additional questions.

cc: George Leventhal, Montgomery County Council
    Timothy L. Firestine, Chief Administrative Officer
    Joseph Beach, Director, Dept. of Management and Budget

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